

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Anil K. Annadata, Wai H. Pak, Mingte Chen, Henry D. Jay
Assignee: Siebel Systems, Inc.
Title: SYSTEM AND METHOD FOR MAINTAINING REAL-TIME AGENT
INFORMATION FOR MULTI-CHANNEL COMMUNICATION
QUEUEING
Serial No.: 09/823,770 Filing Date: March 31, 2001
Examiner: Quynh H. Nguyen Group Art Unit: 2614
Docket No.: SBL0002US Confirmation No.: 6431

Austin, Texas
July 5, 2007

Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

INFORMATION DISCLOSURE STATEMENT
UNDER 37 C.F.R. § 1.97(c)(2)

Dear Sir:

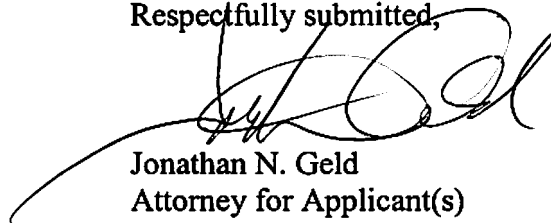
Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, the documents listed on the accompanying PTO Form-1449 are called to the attention of the Examiner for the above patent application. Pursuant to 37 C.F.R. §1.98(a)(2), which was amended on September 21, 2004, to eliminate the requirement for submitting a copy of each U.S. patent or U.S. patent application publication listed in an IDS, no copies of U.S. patents or U.S. patent applications are provided. Copies of any listed foreign patent documents, pending non-published U.S. patent applications, and non-patent literature are enclosed.

Citation of these documents shall not be construed as:

1. an admission that the documents are necessarily prior art with respect to the instant invention;
2. a representation that a search has been made; or
3. an admission that the information cited herein is, or is considered to be, material to patentability as defined in § 1.56(b).

Please charge the fee of \$180.00 under 37 CFR §1.17(p) for submission of an Information Disclosure Statement (plus any other fees which may be required) to Deposit Account No. 502306.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'J. N. Geld', is written over the typed name and title.

Jonathan N. Geld
Attorney for Applicant(s)
Reg. No. 44,702
Telephone: (512) 439-5090
Facsimile: (512) 439-5099

U.S. Department of Commerce, Patent and Trademark Office					Atty Docket No.		Serial No.	
					SBL0002US		09/823,770	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT					Applicant(s)			
(Use several sheets if necessary)					Anil K. Annadata et al.			
					Filing Date		Group	
					March 31, 2001		2614	
U.S. Patent Documents								
*Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate	
	AA	6,058,435	5/02/2000	Sassin et al.	709	305		
	AB	6,175,564	1/16/2001	Miloslavsky et al.	370	352		
	AC	6,243,452	6/05/2001	O'Shaughnessey et al.	379	201		
	AD	6,587,556	7/01/2003	Judkins et al.	379	219		
	AE	6,694,352	2/17/2004	Omoigui	709	205		
	AF	6,718,370	4/06/2004	Coffman et al.	709	212		
	AG	6,763,384	7/13/2004	Gupta et al.	709	224		
	AH	6,816,880	11/09/2004	Strandberg et al.	709	202		
	AI	6,879,586	4/12/2005	Miloslavsky et al.	370	356		
	AJ	7,093,199	8/15/2006	Cragun et al.	715	763		
	AK	2002/0144233	10/03/2002	Chong et al.	717	105		
Foreign Patent Documents								
							Translation	
		Document	Date	Country	Class	Subclass	Yes	No
	AL							
	AM							
	AN							
	AO							
	AP							
OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)								
	AQ							
	AR							
	AS							
Examiner			Date Considered					
<p>*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with your communication to applicant.</p>								